

**COMPLAINT INVESTIGATION REPORT**GREATER LA AREA SC, 21731 VENTURA BLVD., STE. 250  
WOODLAND HILLS, CA 91364

This is an official report of an unannounced visit/investigation of a complaint received in our office on  
**05/12/2008** and conducted by Evaluator Daniel Alvarez

**PUBLIC****COMPLAINT CONTROL NUMBER: 31-SC-20080512141642**

**FACILITY NAME:** CHATSWORTH GARDENS  
**ADMINISTRATOR:** LYNN R. DRUMMOND  
**ADDRESS:** 20801 DEVONSHIRE BLVD  
**CITY:** CHATSWORTH  
**CAPACITY:** 268

**STATE:**  
**CENSUS:** 160  
UNANNOUNCED

**FACILITY NUMBER:** 191221435  
**FACILITY TYPE:** 740  
**TELEPHONE:** (818) 341-2552  
**ZIP CODE:** 91311  
**DATE:** 01/21/2009  
**TIME VISIT BEGAN:** 10:10 AM  
**TIME COMPLETED:** 12:30 PM

**MET WITH:** A. Taylor, Administrator.**ALLEGATION(S):**

- 1 Neglect/Lack of Supervision:
- 2 -Due to conduct of the licensee and/or facility personnel, resident #1 had stage four (4) sores on her heels
- 3 and suffered from dehydration.
- 4
- 5
- 6
- 7
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- 9

**INVESTIGATION FINDINGS:**

- 1 LPA/CS Alvarez is at the facility today in order to issue the completed investigation report which was conducted
- 2 by CCL's Investigation Branch. The investigation was conducted by Senior Special Investigator Magee. On
- 3 5/12/08, the GLASC RO received a complaint regarding the above stated allegations. An IB referral was made
- 4 to Investigations Branch and the complaint was accepted for investigation. On 5/16/08, IB Investigator Magee
- 5 conducted the initial 10 day visit and on 5/22/08, LPA/CS went to the facility and issued a licensing report
- 6 regarding Investigator Magee's visit. During the course of the investigation, interviews were conducted of
- 7 facility personnel, the complainant and resident #1's physician. Also, an interview was conducted of personnel
- 8 from Country Villa Sheraton Nursing and Rehabilitation Center. The Nursing facility is where resident #1 was
- 9 admitted to on 4/29/08 from her previous facility, Emeritus at Chatsworth (previously called Chatsworth
- 10 Gardens).
- 11 The information obtained from the investigation revealed that on 4/29/08, resident #1 was taken to see her
- 12 physician, was observed to be dehydrated and started on IV therapy. Also, per the information, the physician
- 13 observed the sores on resident #1's heels and the wounds appeared to him to be stage III or IV

**Substantiated****Estimated Days of Completion:****SUPERVISOR'S NAME:** Ruben Ramirez**TELEPHONE:** (805) 563-5543**LICENSING EVALUATOR NAME:** Daniel Alvarez**TELEPHONE:** (818) 421-2278**LICENSING EVALUATOR SIGNATURE:****DATE:** 01/21/2009

I acknowledge receipt of this form and understand my appeal rights as explained and received.

**FACILITY REPRESENTATIVE SIGNATURE:****DATE:** 01/21/2009

This report must be available at Child Care and Group Home facilities for public review for 3 years.

## COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: CHATSWORTH GARDENS

FACILITY NUMBER: 191221435

VISIT DATE: 01/21/2009

### NARRATIVE

1 but he did not stage them. Information obtained from the interview of the facility personnel revealed that  
2 resident #1 did her own personal care and did not complain to facility staff about her heels. Also per the  
3 information obtained from the interview, the facility only escorted resident #1 and assisted her into bed.  
4 Information obtained from the complainant regarding resident #1 revealed that resident #1 did not require "too  
5 much care" but had not been eating and was admitted to Country Villa on 4/29/08. Reportedly resident #1  
6 was observed with her condition on 4/28/08 transported to Country Villa Sheraton Nursing and Rehabilitation  
7 Center on 4/29/08.  
8 Also, during the course of the investigation, IB Investigator Magee reviewed medical records for resident #1,  
9 including the nursing admission assesement when resident #1 was admitted to Country Villa Sheraton  
10 Nursing and Rehabilitation Center. Per the review of the records, the information obtained revealed resident  
11 #1 "had a stage II blister on the left heel that measured 3.0 cm x 3.0 cm and a stage IV blister with black scab  
12 on the right heel that measured 4.0 cm x 2.0 cm". An interview was conducted with personnel from Country  
13 Villa in order to clarify the difference between a blister and pressure sore, and per the information obtained  
14 from the interview, it was revealed that the blister and a pressure sore are the same.  
15 Although the interviews of facility personnel and family member revealed that resident #1 did not need much  
16 care, ultimately, it is the licensee's responsibility to protect the resident's health and safety and to ensure that  
17 the resident(s) needs are met. Also, it is the licensee's responsibility to ensure that facility staff are aware of  
18 the resident's current mental and physical functioning level, health conditions and the needs for care and  
19 supervision.  
20 Therefore, based upon the investigation conducted by the Investigations Branch, the allegation of  
21 Neglect/Lack of Supervision, per the preponderance of evidence, is substantiated.  
22 Per CCR, Title 22, Division 6, Chapt. 8, the following is noted as a result of the investigation:  
23 (See LIC 9099-D for deficiencies cited).  
24 Appeal Rights discussed. Exit interview done. Copy of the report given to facility representative.  
25  
26 It should be noted that on 7/3/2008, the facility was also cited for the same violations. Based upon the  
27 deficiencies cited today, the violations are the second violations of the same regulation subsections within a  
28 12 month period, therefore the facility shall be issued an immediate civil penalty of \$150 per cited violations  
29 for a total of \$300.  
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31  
32

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## COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: CHATSWORTH GARDENS  
DEFICIENCY INFORMATION FOR THIS PAGE:

FACILITY NUMBER: 191221435  
VISIT DATE: 01/21/2009

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type A 01/30/2009 Section Cited 87466	1 Observation of the Resident: Facility did not 2 regularly observe resident #1 for any changes in 3 her physical condition. This resulted in resident #1 4 developing, at minimum, a stage IV blister on her 5 right heel. Facility shall correct this practice 6 immediately. 7	1 By the POC due date, the facility shall submit in 2 writing how this shall be prevented from occurring 3 again in the future. The facility shall submit to CCL 4 no later than 1/31/09. 5 6 7
Type A 01/30/2009 Section Cited 87615(a)(1)	1 Prohibited Health Conditions: Facility retained 2 resident #1 with a pressure sore greater than Stage 3 2. Per the medical records, resident #1 was 4 admitted to a SNF directly from the facility with a 5 stage IV pressure sore on her right heel. 6 7	1 By the POC due date, the facility shall submit in 2 writing how this will be prevented from occurring 3 again in the future. The facility shall submit to CCL 4 no later than 1/31/09. 5 6 7
Type A 01/30/2009 Section Cited 87455	1 Acceptance and Retention Limitations: Resident #1 2 had a health condition which required skilled 3 nursing care. Per the medical records, resident #1 4 had stage IV pressure sore on her right heel. 5 6 7	1 By the POC due date, the facility shall submit in 2 writing how this will be prevented from occurring 3 again in the future. Submit to CCL no later than 4 1/31/09. 5 6 7
	1 2 3 4 5 6 7	1 2 3 4 5 6 7

Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.

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